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APPLICANTS Eric Owahdi, Tomball, TX; Rajpal Gill, Rocklin, CA;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS ***** EUROPEAN PATENT OFFICE (EPO) 02354124.6 08/30/2002 Yes rr				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 11/21/2003				
Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions met <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>[Signature]</i> <i>[Initials]</i>		STATE OR COUNTRY TX	SHEETS DRAWING 4	TOTAL CLAIMS 20
				INDEPENDENT CLAIMS 5
ADDRESS HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins, CO80527-2400				
TITLE Technical support systems and methods for use in providing technical support				
FILING FEE RECEIVED 1072	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	